

SENIOR SECRETARY

DEFINITION

To perform highly responsible secretarial duties in support of a large division; to perform a wide variety of responsible secretarial and clerical duties; and may exercise technical and functional supervision over clerical personnel as assigned.

DISTINGUISHING CHARACTERISTICS

This class is the advanced journey level class of the Secretary series and is distinguished from the Secretary level by the degree of independence and specialized knowledge exercised in the performance of job duties. Incumbents at this level may assume overall office management responsibility for an assigned division as well as providing secretarial support to a division head.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management personnel.

May exercise technical and functional supervision over clerical personnel.

ESSENTIAL FUNCTIONS – Functions may include, but are not limited to, the following:

Perform a variety of complex secretarial and clerical duties in support of a division and division head.

Set up and maintain financial, statistical, and operational records, may review departmental payroll submittals and various time sheets.

Screen calls, visitors, and mail and take action appropriate to request/situation.

Independently respond to letters and general correspondence of a routine nature.

Make travel arrangements, maintain appointment schedules and calendars, arrange meetings and conferences, and schedule facilities reservations as necessary.

Operate a variety of office equipment including word processing equipment and use a variety of software programs as appropriate.

Type a variety of materials including general correspondence and memoranda.

Carry out required routine procedures related to departmental hiring.

Prepare required statistical reports for various departmental programs.

Provide information relating to responsibilities assigned in person or by telephone; refer more complex requests, technical inquiries or serious complaints to appropriate staff members.

Maintain inventory and office supplies; prepare purchase orders.

Research and compile information as requested.

Provide technical and functional supervision as appropriate to clerical personnel; recommend organizational procedural changes affecting clerical activities.

Initiate and maintain a variety of files and records

Assist in the support of a board or commission including posting legal notices, preparing agendas, assembling background materials, and typing minutes of meetings as assigned.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

English usage, spelling, grammar, and punctuation.

Modern office methods, procedures, and computer equipment and various software applications.

Business letter writing and arithmetic.

Organization, procedures, and operating details of the city department to which assigned.

Filing and record keeping practices.

Ability to:

Perform a wide variety of difficult and responsible secretarial and clerical work with limited supervision.

Understand the organization and operation of the city and of outside agencies as necessary to assume assigned responsibilities.

Intermittently review documents related to department operations; observe, identify and problem solve office operations and procedures; understand, interpret and explain department policies and procedures; explain operations and problem solve office issues for the public and with staff.

Meet the public tactfully and courteously and answer questions in person and over the telephone.

Compile and maintain complex records and files.

Apply and interpret policies, rules, and regulations.

Maintain sensitive data and information.

Compose general correspondence and letters.

Operate and use modern office equipment including computer equipment and software as assigned.

Work independently in the absence of supervision and work under pressure to meet deadlines.

Analyze situations carefully and adopt effective courses of action.

Compile routine statistical, financial and operational data.

Provide effective technical and functional supervision as assigned.

Type at a speed of 50 Net Words Per Minute.

Take and transcribe dictation or transcribe from machine recordings at a speed necessary for successful job performance.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Work with various cultural and ethnic groups in a tactful and effective manner.

Experience and Training

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience:

Three years of increasingly responsible secretarial experience involving frequent public contact.

Training:

Equivalent to completion of the twelfth grade.

License or Certificate

May need to possess a driver's license as required by the position.

PHYSICAL DEMANDS

On a continuous basis, sit at a desk and/or stand at a counter for long periods of time. Intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands; lift or carry weight of 10 pounds or less.

8/01